

Release Notes (Software Change Notice) Veritas System Recovery 16 (16.0.0)

This document describes new features and known defects fixed for Veritas System Recovery 16 (16.0.0).

What's New

Features/Functionality removed from this version.

None

Features/Functionality modified.

None

Features/Functionality added to this version.

- Rebranding to Veritas System Recovery, Veritas System Recovery Management Solution, Veritas System Recovery Monitor, and Veritas System Recovery for Linux
- Upgrade of 3rd party components (SHA1 to SHA-256 upgrade, MD5 to SHA-256 Upgrade, .NET Framework 4.5 to 4.5.2 upgrade)
- Microsoft Windows Server 2016 support.
- Microsoft SQL Server 2016 support. (Backup and recovery for computers that have Microsoft SQL Server 2016 configured.)
- vSphere 6.5 support except for P2V

Defect fixed in this release

<u>Incident#</u>	<u>Abstract</u>
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3862241	Driver: BSOD 0x1E occurred during shutdown.
3863670	Driver: BSOD 0x3B occurs when backups are not running.
3872145	SSRL Driver: Kernel panic happened during backups.
3896903	Driver: BSOD 0xC2 occurs when backups are not running
3798157	Driver: Vtrack does not complete an I/O request and system hangs when shutting down.
3890622	RESTORE: BCD entry is incorrect after the recovery on uEFI system.

Release Notes (Software Change Notice) Veritas System Recovery 16 (16.0.0)

Troubleshooting Information

The *Troubleshooting Information* section discusses information that should be submitted to Veritas when reporting problems with Veritas System Recovery.

Troubleshooting Information

Gather all log files:

When reporting an issue, please run the Veritas Quick Assist (VQA) diagnostic tool and send all logs to Veritas.

From Windows:

The latest VQA can be downloaded from:

https://www.veritas.com/support/en_US/article.000076764

- Run VeritasQuickAssist.exe and select the first option, "I accept the EULA".
- Select "Collect Data for Support".
- Check "Installed products" and "System Recovery".
- Select "Next"
- Select "All data".
- Specify an output location in File Information, and then click "Save".
- Send all of the resulting files from the output location to Veritas.

Or

The support utilities are found in:

<drive>:\Program Files (x86)\Veritas\Veritas System Recovery\Utility or
<drive>:\Program Files\Veritas\Veritas System Recovery\Utility

- From this folder run SEAST.EXE and select the first option, "Gather Technical Support Information"
- Specify an output location and a case number, and then click "Gather."
- Send all of the resulting files from the output location to Symantec.

From the System Recovery Disk (SRD):

- Select the Utilities tab on the main SRD screen.
- Select Run Support Tool and select the first option, "Gather Technical Support Information."
- Specify a case number and an output path. The default output path is X:\Windows\Temp. You will need to specify a different location as the X:\Windows\Temp location will not be available after reboot. Select a local drive or network destination.
- Click OK.

Release Notes (Software Change Notice) Veritas System Recovery 16 (16.0.0)

- Send all of the resulting files from the output location to Veritas.

From Linux:

- Run gatherLogs.

- Send all of the resulting files from the output location to Veritas.

Performance

This section will detail performance and compatibility issues. This may be done in the form of charts, tables, etc.

None